

VDC Customer Satisfaction Dashboard						
4-day Status from 09/12/02 to 09/16/02						
	Delivery Against Contract	Recent Customer Satisfaction	VDC Confidence Level & Trend		CSC Issues & Status	Initiatives / Milestones (next 30-days)
Wkd. Perf. (Sep 13 - 15)	Green	Green	N/A		No Issues	
Channel	Delivery Against Contract	Recent Customer Satisfaction	VDC Confidence Level & Trend		CSC Issues & Status	Initiatives / Milestones (next 30-days)
Students	Green	Green	Yellow	↑	No Issues	* Portals release 2 is planned for September 30th. The FFEL OS/390 V2.10 upgrade was successfully completed this past weekend.
Schools	Green	Green	Yellow	↑	No Issues	None
Financial Partners	Green	Green	Red	↑	No Issues	* Portals release 2 is planned for September 30th.
CFO	Green	Green	Yellow	↔	No Issues	None
COO	Green	Green	green	↔	No Issues	* Ombudsman Internet Redesign - tentative go live date is September 30, 2002.
CIO	Green	Green	Yellow	↔	No Issues	None